

Appendix R

DMDC Information Management System (IMS)

The following sections outline the minimum requirements of the current the IT Operations Division - Information Management System (IMS). All fields are subject to change in the future as needed; this is representative of the current system requirements and should be used as a reference for proposal purposes.

The IT Operations Division currently uses CA Unicenter Service Desk to tracking incidents, requests, problems and change orders. CA Unicenter Service Desk also integrates Asset Management, with the CMDB, and Knowledge Management within this work tracking tool.

Information Management Systems Requirements

1. Ticket Information Requirements

- a. Ticket types available: Incident, Request
- b. Incident/Request Areas: Acct, CAC, Conferencing, Desktop, Email, etc. (Must be flexible so new areas can be added or areas can be removed by the administrator).
- c. Each application will require its own template with various fields listed below. Other fields may be added as needed.
- d. The agent will have one or more of the following fields to search on:
 - (1) Logon ID
 - (2) Affected End User's Location
 - (3) Affected End User's Name
 - (4) Affected CI
 - (5) Ticket Number
 - (6) Ticket Type
- e. Whenever possible data fields in the template should be prefilled from existing data via interface with DMDC databases. These template fields are:
 - (1) Affected End User's Name
 - (2) Affected End User's Location
 - (3) Affected End User's Phone Number
 - (4) Affected End User's Email
 - (5) Affected End User's Location
 - (6) Agent's Name
- f. As tickets are opened, the ticket number must be generated from the system in sequential order.
- g. All required fields are depicted below, but varies by ticket type. Not all fields will be required on each ticket template.
 - (1) Affected End User
 - (2) Incident/Request Area
 - (3) Status
 - (4) Priority
 - (5) Reported by
 - (6) Assignee
 - (7) Assignee's Group
 - (8) Configuration Item

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- (9) Reporting Method
- (10) Severity
- (11) Urgency
- (12) Impact
- (13) Active/Inactive
- (14) Customer Phone
- (15) Customer Division
- (16) Call back Date/Time
- (17) Root Cause
- (18) Problem
- (19) Change
- (20) Caused by Change Order
- (21) Outage Start Time
- (22) Outage End Time
- (23) Summary
- (24) Description
- (25) Ticket number
- (26) Date/time opened
- (27) Days/time elapsed
- (28) Date/time closed
- h. Ability to attach files to the ticket.
- i. Ability to add a parent/child relationship to other tickets.
- j. Ability for workflow.
- k. Ability to view ticket activity
- l. Ability to attach a Service Type
- m. Knowledge repository. Ability to associate with incidents, requests, etc.
- n. Asset repository. Ability to associate with incidents, requests, etc.
- o. Out of box reporting functionality
- p. Self service capability for customers
- q. Customization

2. Reporting Requirements

- a. Service Desk Trends: Individual Scorecard Performance- The fields that are required in this report are:
 - (1) Service Desk Analyst
 - (2) Metrics
 - a. Typos/Grammar
 - b. Copy/Paste Usage
 - c. Procedural
 - (3) Strengths Assessment
 - (4) Areas for Improvement Assessment
- b. Monthly IVR Operational Metrics- The fields that are required in this report are:
 - (1) Inbound – Number of:
 - a. Total Number of Calls

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- b. Email Contacts
 - c. Walk ups
 - d. Alerts
 - e. Total Number of Contacts
 - (2) Outbound – Number of:
 - a. Total Number of Outbound Calls
 - (3) Call Metrics
 - a. Average Answer Speed
 - b. Average Handled Time
 - c. Average Hold Time
 - d. Average Calls per Hour
 - (4) FCR Metrics
- c. SMR Reporting
- d. Request Open Ticket with High Priority- The fields that are required in this report are:
- (1) Assignee
 - (2) Assignee's Team
 - (3) Ticket Type – Request
 - (4) Priority – Urgent, Critical or Emergency
 - (5) Number of Days Open
 - (6) Ticket Number
- e. Incident Open Ticket with High Priority:-The fields that are required in this report are:
- (1) Assignee
 - (2) Assignee's Team
 - (3) Ticket Type – Incident
 - (4) Priority – Urgent, Critical or Emergency
 - (5) Number of Days Open
 - (6) Ticket Number
- f. Open EAF Actions Report- The fields that are required in this report are:
- (1) Ticket Number
 - (2) Effected End User
 - (3) Action Type – In, Out, Move, Change
 - (4) Action Date
 - (5) Flag
 - a. In processing
 - i. PC Setup - Open tickets with an action date of 3 days or less
 - ii. Account Setup - Open tickets with an past action date of 14 days or more

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- iii. Telecom Setup - Open tickets with an past action date of 3 days or more
 - b. Out processing
 - i. PC Pickup - Open tickets with an past action date of 7 days or more
 - ii. Account Deactivation - Open tickets with a past action date
 - iii. Telecom Setup - Open tickets with an past action date of 3 days or more
 - c. Move - Open tickets with a past action date
 - d. Change - Open tickets with a past action date
- g. Incident/Request Category Distribution-The fields that are required in this report are:
 - (1) Ticket Type – Request
 - a. Request Area
 - b. Number of Tickets
 - (2) Ticket Type – Incident
 - a. Incident Area
 - b. Number of Tickets
- h. Top Five Incident and Request Areas- This report needs to be separated in two parts – Incident Areas and Request Areas. The fields that are required in this report are:
 - (1) Incident/Request Area
 - (2) Ticket Numbers
- i. Consolidated Ticket Metrics- The fields that are required in this report are: *(six month snapshot, updated per month)*
 - (1) Incidents Open
 - (2) Incidents Closed
 - (3) Requests Open
 - (4) Requests Closed
 - (5) Trend Lines
- j. Top Twenty-Five Affected End Users- This report needs to be separated in two parts – Top 25 Affected End Users for Incidents and Top 25 Affected End Users for Requests. The fields that are required in this report are:
 - (1) Affected End User
 - (2) Number of Tickets
- k. Ad Hoc Reporting: As requested.